

**SATISFACTION WITH  
URBAN SERVICES AND  
LOCAL DEMOCRACY IN  
FIVE CROATIAN CITIES**

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Non-text files (e.g., spreadsheets, charts, maps, etc.)  
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## **SATISFACTION WITH URBAN SERVICES AND LOCAL DEMOCRACY IN FIVE CROATIAN CITIES**

### **INTRODUCTION**

This baseline research on citizens' level of satisfaction with urban services and on the development of local democracy in five selected cities in Croatia (Zagreb, Split, Rijeka, Osijek and Varazdin) was organized under the contract No. EPE-0034-C-00-5110-00, RPS No 306 for the Research Triangle Institute in Zagreb (USAID-Zagreb) and approved by USAID Zagreb on April 30. The main purpose of this baseline research is to produce a statistical survey leading to establishment of baseline data for USAID'S Strategic Objective 3, Improved Democratic Local Governance and to indicate the major areas and fields for possible technical assistance projects.

### **METHODOLOGY**

For this research two special questionnaires were developed in cooperation with the members of the RTI-Zagreb and with suggestions and additions of the USAID-Zagreb. The first questionnaire was based on a random sample of respondents in 5 cities in Croatia—in Zagreb, Rijeka, Split, Osijek and Varazdin. The selection of the respondents was random and the names and addresses of the respondents were taken from statistical listings with systematic reserve names and addresses. The sample was constructed as a two stage probabilistic sample in order to be representative for five selected cities. The locations within cities for the survey were selected using the technique of no retreat—the probability of the selection of a location was proportional to the total number of inhabitants on that location. The selection of households on each location for the survey was random from the list of all addresses in that place (location). The surveyors were provided with the basic list of addresses, but also with a reserve list of addresses selected on the same basis. The second list of addresses had been used only in the situation if and when the potential respondents refused to answer the questions, due to the reasons of non-existence of a specific address or because of any other reason which could prevent the successful realization of survey. The persons taken into the sample were above 18 years of age and the selection of respondents within households was done on the basis of Trolldhal's and Carter's methods. As it was agreed with the RTI, the total number for the survey was 800 respondents. The realization of the research was within the agreed and planned quotas—Zagreb 252 respondents, Split 150, Rijeka 150, Osijek 150 and Varazdin 100. The research was realized using the method of a direct face-to-face interviews in respondent's households in the period of May 8 to May 14 1997. The questionnaire consisted of 16 questions and the interview lasted, on the average, between 15 and 30 minutes. The interviews were organized during working day afternoon hours or during weekends. The interviews were done by the trained and regionally monitored and controlled surveyors. Each surveyor was controlled for 5 to 10 percent of the realized interviews. Each surveyor was equipped with special blueprint and notes on the regular

procedure for the survey, as well as with a valid identity document which proved that he or she does the research for the Departmental Research Unit of the Faculty of Philosophy, Zagreb.

The second questionnaire for the research on tax surcharge in Zagreb consisted of 10 questions (see Appendices I and II) and the research was organized using the technique of a telephone interviews. Randomly selected telephone numbers were used in this research. Each selected telephone number had two reserve numbers, which were used only if there were problems with the first one. The reasons for the selection of the first or second reserve number were classified in 5 categories: 1. refused to participate in the survey; 2. no answer; 3. occupied number; 4. the number of a company; 5. technical difficulties (unable to establish the connection, change of the number, etc.). This research was completed on the total number of 100 persons in two days, during working hours (May 14 and 15).

## THE INTERPRETATION OF THE RESULTS

### *The Quality of Urban Services*

One of the major dimension of this research was to get the information on the level of citizens' satisfaction with functioning of basic urban services in each selected city. The items were selected in advance (see Appendix I) and the interpretation of the results will follow the answers given to each item.

Citizens are predominantly satisfied with regular daily and weekly *garbage collection*, which is shown by the fact that 62.0 percent think that this service is good or very good, but 25.0 percent think that this service is "fair". The Citizens of Rijeka, Osijek and Varazdin are much more satisfied with garbage collection then others. But, these differences between cities are not statistically significant, which could be shown by the fact that the least mean result (Split) is 3.08 and the highest mean result (Rijeka) is 3.76.

Citizens are not satisfied with *waste disposal* (the disposal of communal garbage)—31.0 percent judge it as "fair", 27.3 percent as bad (13.3 percent as very bad), and only 25 percent as good. Citizens from Varazdin (the mean result is 3.03) are much more satisfied, as well as the ones from Rijeka, Osijek and to some extent the ones from Zagreb, who are more satisfied with waste disposal then inhabitants from Split (the mean result is 2.58), but these differences are not statistically significant.

Citizens are more satisfied than dissatisfied with *communal (city) cleanness* because 38.3 percent judge that service as "fair", 36.8 percent as good and 15.2 percent as bad (5.5 percent as very bad). Communal cleanness satisfy better the citizens of

Varazdin (52.0 percent "good") and Rijeka (46.7 percent "good"), but again the differences in citizens' answers in different cities are not statistically significant.

Citizens are satisfied and even very satisfied with the quality of *drinking water supply*—61.0 percent judge this service as "good", 19.0 percent as very good and only 13.1 percent as "fair". The most satisfied citizens with this service are the ones living in Varazdin (73.0 percent "good"), but these differences are not statistically relevant (for example, the citizens of Zagreb respond in 29.0 percent of the cases judging this service as "extremely good" and the ones from Varazdin only in 6.0 percent of the cases). These are the reasons why, for example, the mean value for this service in Zagreb is 4.00.

Respondents are also satisfied with *gas supply*—41.4 percent qualify this service as "good" (21.5 percent even as "very good"), 19.5 percent as fair, but 12.0 percent as very bad. The most satisfied citizens with gas supply are the ones from Varazdin (76.0 percent "good") and Osijek (40.9 percent "extremely good"). At the same time the least satisfied with this service are citizens from Rijeka (37.3 percent respond for this service as "extremely bad"). This situation is also reflected by the mean results—in Rijeka the mean result is 2.77 and in Osijek 4.01.

The respondents are satisfied with *sewage system* in their cities—52.1 percent judge it as good, 11.5 percent as very good, and 18 percent as fair. Citizens from Varazdin and Split are much more satisfied with this service than others (Varazdin, 76.0 percent, Split 62.0 percent, "good"), but in general these differences do not really reflect statistically relevant differences in judgements.

Citizens are less satisfied with *maintenance of green areas* in their cities- 38.6 percent judge it as good, 31.8 percent as fair, 16.0 percent as bad. Citizens of Varazdin are the most satisfied with this service (63.0 percent, "good"). It is interesting to note that citizens of Zagreb are not most satisfied although the maintenance of green areas has improved a lot during the last 5-6 years. This, at least in this research, does not reflect in the answers of the respondents from Zagreb.

Citizens are fairly satisfied with *public transportation*—35.8 percent judge it as fair, but 31.9 percent as good. Still, 18.0 percent judge its as bad and 10.1 percent as very bad. So, generally speaking, the answers split into three thirds: fair, good and bad. Respondents from Varazdin and Rijeka are more satisfied with this city service (Varazdin, 48.0 percent, Rijeka 43.3 percent, "good") and the ones from Split are the least satisfied with this service in their city (27.3 percent "bad" and even 16.7 percent "extremely bad"). This data could be one of the indicators that, relatively speaking, the quality of public transportation is the lowest in Split. The mean results also reflect these findings—the mean value in Split is 2.58 and in Rijeka 3.36. This is not surprising; in almost every research on public transportation in Zagreb the statements of respondents are negative, even more than these results.

Citizens are very satisfied with *fire department* service—53.8 percent judge it as good (20.9 percent as very good), and 23.6 percent as fair. Respondents from Varazdin and Zagreb are much more satisfied with this service than others (Varazdin, 78.0 percent and Zagreb 65.1 percent "good"), but the most satisfied are definitely citizens from Rijeka who, in 89.3 percent of the cases judge this service as "good" and "very good" (combined). It is, however, questionable how many citizens had personal experiences with fire department service and whether their judgement of the quality of this service is based on their personal experience, general knowledge, impressions, sayings or on something else.

Citizens are also fairly satisfied with *ambulance service* in their cities—43.9 percent judge it as good, 25.9 percent as fair and 15.0 percent as very good (this service seems to be functioning best in Varazdin—63.0 percent "good" or in Rijeka, 79.2 percent "good" and "very good", combined).

Citizens are also obviously satisfied with *child care* institutions in their cities—48.4 percent of the respondents judge it as good (11.5 percent as very good), but 30.5 percent as fair. The citizens of Split are the least satisfied with this service (31.3 percent "good"), but the ones from Varazdin are the most satisfied (70.0 percent, "good"). At the same time citizens from Rijeka and Zagreb classify this service as extremely good (19.6 and 15.5 percent).

The data show that *building maintenance* generally does not satisfy citizens. 32.1 percent judge this service as fair, 28.8 percent as bad (15.5 percent as very bad), and 21.6 percent as good (only 2.0 percent as very good). The citizens of Varazdin are much more satisfied with building maintenance (55.0 percent, "good") than the others, but citizens in Split (40.0 percent, "bad"), Zagreb (31.0 percent, "bad") are obviously less satisfied. These answers definitely reflect the actual situation of current building maintenance policy in each city, but in all cities obviously many more efforts must be done for better maintenance of buildings. The mean values of results are generally low and this shows the average low level of satisfaction with this service. In Split, for example, the mean value (the lowest) is 2.21 and in Rijeka (the highest) is 2.81.

The level of satisfaction with *social care* institutions is average—30.1 percent judge it as good, 45.9 percent as fair, but 13.8 percent as bad (7.8 percent as very bad), with the exemption of respondents from Varazdin (52.5 percent, "good") and Rijeka (43.0 percent "good"), and at the same time citizens from Split are the least satisfied (14.0 percent extremely bad) which, is also reflected by the mean value of only 2.62 in Split.

*Street maintenance* for citizens is less satisfactory than the average—34.7 percent judge it as fair, 24.7 percent as good, but 24.1 percent as bad and 14.3 percent as very bad; respondents from Varazdin are satisfied with this service because 50.0 percent of them answer this question as "good", which is reflected by the mean value of 3.15 compared with the one in Split, which is 2.65.

It is difficult to explain exactly the reasons of these differences in the level of citizens' satisfaction with urban services in different cities, but one hypothesis could be that the level of satisfaction with basic urban services in Croatian cities is higher in smaller cities than in larger ones (excluding some internal aspects which influence the situation in each city, as for example, the ratio of budget devoted to these services, the effectiveness of city's municipal government and officials, the technical base for the maintenance of urban services, the different "local histories" which determined situations in the past, etc.). This hypothesis could be tested again in a similar research. Of course, there are and probably there must be differences in the quality of services in different cities as well as the differences in judgement of these services by their inhabitants. So, in a way, the differences in the respondents' answers in different cities are normal; they reflect the contextual side of the problem as well as the general preparedness for participation in local urban democracy by the population in general. The fact that there are some differences in the level of satisfaction between respondents in different selected Croatian cities (but not statistically significant) reflect, probably, the following: on one side, the lack of citizens' realistic judgement of the "quality of services" due to the lack of comparative examples or, on the other side, the lack of general democratic culture of local democracy. So, in a way, Croatian citizens do not have an idea (yet) that they need better communal urban services as well as the right to judge them according to their quality. Therefore, due to these probable reasons, the differences in answers *do* reflect the actual situation, but they also reflect the social background of that situation—the low level of development of local urban democracy at the moment.

### ***Perception of Changes in the Quality of Services in the Last Two Years***

In the former chapter we could see the level of satisfaction with basic urban services in five selected Croatian cities. The researchers wanted also to know whether citizens can see some changes in these services in the last two years. The period of two years was selected due to the fact that the previous local elections had been just two years ago. So in a way, possible changes, for better or for worse, could be a reflection of different perception of citizens due to the changes in cities' management under newly elected officials.

So, the service of *garbage collection* stays the same (61.0 percent), but 32.0 percent respondents see it as improving (in Split and Rijeka this improvement is even judged higher—52.7 and 46.0 percent), which is a good sign of improvement or of the perception of improvement. It must also be emphasized that the situation stays mostly the same in Zagreb (73.4 percent), Osijek (72.0 percent) and Varazdin (70.0 percent). It is also significant that only 19.4 percent of respondents from Zagreb have noted some improvement (compared with, for example, Split respondents who see improvement in 52.7 percent of the cases). But, mean values show no statistically significant relations.

The service of *waste collection* stays almost the same (66.8 percent judge it as the same, 22.6 percent as improving; in Zagreb and Osijek the situation is judged a little more strongly—73.3 percent of respondents from Zagreb see it as same, and in Osijek 71.3 percent). The improvement is seen as the biggest by the citizens of Split (34.0 percent) and as the least by the citizens from Osijek (13.3 percent). But, these slight differences could not be explained in a systematic way, as statistically significant due to the majority of respondents who have chosen the solution "the same".

The service of *communal cleanness* is judged in a similar way—58.6 percent of the respondents judge it as same, but 34.0 percent see it as improving (the biggest improvement is in Split, according to the answers, 56.0 percent, then in Rijeka 39.3 percent, and the least in Zagreb 22.2 percent).

The service of *drinking water* supply also stays the same (70.3 percent), but in Zagreb more—81.0 percent which means that Zagreb respondents did not see any improvement. 23.4 percent of respondents judge this service as improving and in Rijeka even higher—39.6 percent), but in Zagreb only 13.9 percent. These results show, generally speaking, that citizens are predominantly satisfied with this service, even if they did not see important improvements. The mean results do not show any significant differences in answers of inhabitants of different cities.

Almost the same perception is with *gas supply* (70.4 percent same, 17.6 percent as improving), with slight differences between cities. For example, the improvement is judged more by the respondents from Varazdin (25.0 percent) and the least by the ones from Zagreb (13.9 percent).

The service of *sewage system* functions has been almost the same in the last two years (71.8 percent the same, 17.2 percent as improving), with slight differences in answers of respondents in different cities. For example, the improvement of this service is mostly noted by the respondents from Varazdin (28.0 percent) and the least by the ones from Osijek (6.0 percent). These qualifications reflect actual developments in different cities and they are more measuring probably the enlargement (new construction, new pipelines) of the sewage systems in cities then judgement of its qualities.

Maintenance of *green areas* change to the better (47.1 the same, but 39.4 as improving; even higher in Split - 63.3 percent, but the least in Osijek - 23.3 percent ). It seems that the residents of Split really do see improvement of this service due to the fact that even 14.7 percent see extreme improvement!

The service of *public transportation* stays mostly the same (62.1 percent same, 20.3 percent as improving, but 12.3 percent as worse; in Zagreb, 16.8 percent, but in Rijeka 29.3 percent, Varazdin 25.3 percent and Split 24.7 percent as improving and even 12.0 percent in Rijeka as "considerably better"). As far as we know the situation in the surveyed

cities, there had not been substantial improvements in this service (for example, new lines, new construction, new means of public transportation or any radical changes in regulations), so the present answers are reflecting mostly marginal improvements such as introduction of new vehicles (busses or streetcars), reconstruction of damaged rails, introduction of new lines, more frequency of public transportation, etc.). The difference in mean values reflect these slight changes in judgements—for example, the lowest mean value is in Zagreb (2.97) and the highest is in Rijeka (3.38).

The service of *fire department* is seen as same or improving (72.4 percent same, 19.7 percent improving; in Varazdin 28.0 percent, in Osijek 24.0 percent and in Rijeka 21.3 percent improving and even 25.3 percent as "considerably better"). It seems that city officials in Rijeka definitely tried to improve this service in their city which is clearly reflected by the results of this research.

The *ambulance service* stays more or less the same (68.8 percent same, 17.0 percent improving; in Rijeka, 24.7 percent "much better"), *child care* institutions are also seen as improving (71.6 percent same, 19.8 improving; in Rijeka, 28.7 percent and even 24.7 percent as extremely improving). These data are compatible with previous results in Rijeka; the municipal officials had definitely tried to improve some basic services in their town.

*Child care institutions* have also stayed the same—71.6 percent of the respondents in all cities respond "same", 19.8 percent see some improvements (the highest in Varazdin - 32.0 percent, the least in Osijek - 11.3 percent). These differences between Varazdin and Osijek could be relying on the improvements (organizational improvements or new construction for this service) which happened in Varazdin and not in Osijek. Varazdin as a city was much more remote from the warfare zones than Osijek, whose municipal officials had to organize more immediate and basic services than child care service.

*Building maintenance* stays generally the same (64.2 percent same, 17.0 percent improving, but 14.8 percent worse; in Split, 22.0 percent, but in Varazdin, 28.0 percent "improving" and in Rijeka 21.3 percent, too). So, the most improvement happened in Varazdin and in Rijeka, and the least in Zagreb and Split—16.1 and 16.0 percent. The mean results on the average are lower than in judging other services; they are mostly below 3.0, but they reflect slight changes between answers of citizens in different cities. So, the lowest mean value is in Osijek (2.91) and the highest in Varazdin (3.24).

*Social care* institutions seem to be improving (73.5 percent same, 15.9 percent improving; in Varazdin, 28.0 percent, in Rijeka 26.7 percent), but much less in Osijek (only 4.7 percent). Generally speaking, Osijek's citizens seems to be more critical towards the improvement of their social care institutions, as well as toward child care institutions. This

means that these institutions are in more immediate need than others. Mean values show that situation is not much better in Split. Mean values are 2.93 in Split and 2.95 in Osijek.

The service of *street maintenance* stays mostly the same (53.0 percent same, 28.9 percent improving, but 12.1 percent worse). In Split, 44.7 percent of the respondents judged this service as improving, but in Osijek only 14.7 percent. The results are reflecting the situations in different cities; the best improvement happened in Split most probably due to the fact that more municipal money was invested in street maintenance than, for example, in public transportation. The data show that the situation is exactly the opposite in Osijek. Mean value for this service is the highest in Split (3.34) and the lowest in Osijek (2.92).

These data show that the quality of most of the services stays the same in Zagreb and Osijek, but in Split, Varazdin, and especially in Rijeka most services improved. In some cities, basic infrastructure, as for example street maintenance, has improved, but in others, like Osijek, some services (child care and social care institutions) have not improved. Actually, these differences also reflect the specific quality of a different situation in each city, as well as judgement of their citizens. Rijeka municipal management, for example, were really better or were better judged by their citizens than in other cities. It is, however, interesting that the changes in the last two years are not judged better by the respondents of Zagreb due to the special tax surcharge which is mostly spent for the improvement of urban services. These "independent and autonomous" developments of urban services in different cities, combined with the earlier statement about the size of a city, could be one indicator of the effectiveness of municipal management in different cities, even if these differences are not statistically significant.

### ***Satisfaction with the Work of Local City Authorities***

Local city authorities should be the most responsible for better life in cities as well as for the promotion of local democracy in urban centres. So, this dimension in the research is seeking for the answers on the level of satisfaction with local city authorities.

The results are showing that respondents are more satisfied than unsatisfied with local city authorities, although there are many who answer that they could not judge authorities—38.9 percent mostly satisfied and 35.9 percent mostly unsatisfied (in Rijeka, 54.7 percent of the respondents are mostly satisfied—the mean result is 3.46, and in Zagreb 2.93). Due to the fact that the number of respondents who have chosen the solution "not able to decide" the work of local city authorities is rather high (almost 40 percent), qualitative differences in respondents' answers concerning the level of satisfaction are less relevant than they could be.

### ***Personal Influence on Decision Making***

One of the important measures how to judge the development of urban local democracy or democracy in general are possibilities and ways, as well as interests of citizens to try personally to influence decision making centres or positions on different matters or issues. So, this kind of indicator is a complex one, but in this research we were trying to get answers on the basic dimension—what is citizens' perception on their possibilities to influence decision making processes on the local level.

The results show that citizens feel that they can influence decision making in their cities very little (79.8 percent; in Varazdin even 93.0 percent, in Split 88.7 percent), little 13.5 percent and fairly 5.7 percent (the mean values do reflect some differences, but due to the fact that dissatisfaction with personal influence on decision making, or perception of possibilities of personal influence, is predominant, these differences are not relevant—in Rijeka, the mean value is 1.39 and in Varazdin the mean value is 1.08). This differentiation of answers clearly shows that perception of personal citizens' influence on decision making about their cities is very low. This is probably one of the key answers about local democracy in five selected Croatian cities—citizens do feel alienated from realistic possibilities to personally influence decision making. Due to that fact, which reflects a very low level of local democracy at the moment in five selected Croatian cities, many other statements about level of satisfaction, as well as satisfaction on other dimensions of urban services could be classified as "pseudo statements" which do not really represent real statements of population. In other words, their statistical value is more descriptive than causal. This is clearly shown by the fact that in most of cases there are no statistically significant differences between citizens' answers, as well as between citizens statements in different cities on different issues.

### ***The Level of Satisfaction with Information Provided by Different Institutions***

Citizens are much more satisfied than unsatisfied with information provided by the *Mayor's office* (27.7 percent satisfied, in Rijeka 44.7 percent, 14 percent mostly unsatisfied, 13.4 percent highly unsatisfied; in Split 24.0 percent; in Zagreb 19.6 percent, but also 42.7 percent fairly satisfied). These results are a little "spoiled" by the fact that, in the total sample, 42.7 percent of the respondents selected the answer "average". Different relative participation of citizens in different cities in this category also reflects the situation—respondents from Rijeka are the least presented (36.7 percent) and respondents from Varazdin are the most presented (52.0 percent). The mean values for Rijeka, for example (the highest) and for Split (the least) are 3.29 and 2.62.

The situation is almost the same with information provided by the *city assembly* (27.3 percent of respondents in total are mostly satisfied—in Rijeka 44.0 percent, in Osijek 42.0 percent, 16.0 percent are mostly unsatisfied, but 10.9 percent are highly unsatisfied, in Split even 22.7 percent), which means that the numbers of satisfied and unsatisfied citizens are almost the same, as well as that 43.2 percent of respondents are "in between"—not satisfied, and not dissatisfied). This reflects, in a way, a passivity of

citizens and their inability to judge this informational position (city assembly) with quality, probably due to the fact that many of them did not have a personal experience with city assembly in this sense. The lack of personal engagement in getting information from city assembly also reflects the low level of development of local urban democracy.

Citizens are also fairly satisfied with information provided by *communal service institutions* (38.2 percent mostly satisfied, 13.3 percent mostly unsatisfied, but 37.8 percent are not satisfied and not dissatisfied), which means that citizens are mostly unsatisfied with information provided by communal service institutions. It seems that the citizens of Split are the least satisfied (18.7 percent are extremely unsatisfied and 16.0 percent are unsatisfied) whereas the citizens of Zagreb, Osijek and Rijeka are much more satisfied—42.2, 45.9 and 42.0 percent are mostly satisfied). These results reflect obviously the contextual situation in each city, but statistically the differences are not significant.

With information provided by *public transportation* office (there were no statistically significant difference between information provided on buses and streetcars)—32.0 percent of citizens are mostly satisfied (in Rijeka, 44.0 percent), 16.1 percent are mostly unsatisfied (in Split 21.3 percent and even "extremely unsatisfied" 16.0 percent!), but 42.5 percent are claiming that they are not satisfied or not dissatisfied. The mean result in Rijeka (the highest) is 3.41, and in Split (the lowest) is 2.62. These data show that the level of satisfaction with information provided by public transportation service are least satisfactory in Split.

Respondents gave the same answers about information on *ambulance service*—33.2 percent are mostly satisfied (in Osijek, 44.3 percent, Rijeka 37.3 percent, and Zagreb 37.5), 11.8 percent are mostly unsatisfied, but 40.5 percent are "in between" (not satisfied or not dissatisfied). It seems that citizens from Split are the least satisfied with information provided on ambulance service (extremely unsatisfied 14.0 percent, mostly unsatisfied 16.7) and that the citizens of Osijek, Rijeka and Zagreb are much more satisfied. The mean values reflect the situation—in Split, the mean value is 2.75 (the lowest) and in Osijek the mean value is 3.42.

Information provided by *social care institutions* citizens classify in 24.1 percent of cases as mostly satisfactory, 11.8 percent as mostly unsatisfactory, but in 53.3 percent cases classify as "in between"—not satisfactory and not dissatisfactory. The least satisfied citizens with the provision of that kind of information are the ones from Split—14.0 percent answer that they are extremely unsatisfied compared, for example, with 20.7 percent from Rijeka who are extremely satisfied. These results are reflected also in mean values—in Split the mean value is 2.69 and in Rijeka 3.55.

The level of satisfaction increases in the case with information provided by the city's *electric company*—45.4 percent respondents are mostly satisfied, 9.6 percent mostly unsatisfied, and 32.9 percent are "in between" (not satisfied and not dissatisfied). Mostly

unsatisfied citizens with this kinds of information are the ones living in Osijek and Rijeka (56.0 and 45.3 percent mostly unsatisfied and 10.0 and 16.0 percent extremely unsatisfied).

Almost the same situation is with *gas companies* which operate in cities—34.7 percent of respondents are mostly satisfied, 8.2 percent mostly unsatisfied and 41.3 percent are "in between" (not satisfied and not dissatisfied). Mostly unsatisfied are citizens from Zagreb and Osijek (41.5 and 48.0 percent respond as "mostly unsatisfied").

There are obviously similarities in the level of satisfaction with urban services and with information provided by institutions who run urban services in five selected Croatian cities: where the level of satisfaction is higher, the level of satisfaction with information is also higher and vice versa. It points out also to the very understandable relation: where the information are provided in a better way the level of satisfaction is higher are vice versa. The data show that, on the average, citizens of Split are the least satisfied with information provided by city's services and citizens of other selected Croatian cities are more satisfied. So, one of the ways how to promote local urban democracy in Croatian cities will be definitely the enlargement and dispersion of information concerning basic urban services. It means that information could be more frequent as well as deeper, decentralized and accessible to everyone interested in getting them. One of the pieces of advice for promotion of local urban democracy in this dimension could be the establishment of public oriented centers in each of urban communal services which will be available for interested citizens in obtaining information on their work.

### ***The Importance of Different Sources of Information on the City***

In this dimension, the research wanted to obtain the data on mostly used source of information on their cities (media or institutions) for average citizens. One of the prerequisites of the development of local urban democracy is a provision of information on all aspects of city's life. This provision must be diversified, regular, frequent and accessible. Citizens must know that they can rely on information as well as that they can get the information they need on every specific subject on city life. For the purpose of this baseline research we wanted to collect data on the use of different information sources on city's life by their citizens.

The data show that the most important source of information on cities is *Croatian Television* (56.6 percent in the total sample; in Zagreb the highest -78.6 percent, but in Rijeka the lowest - 36.0 percent). In other surveyed cities, this source of information is also used as important source—in Osijek 60.0 percent, in Varazdin 46.0 percent and in Split 44.0 percent.

*Local television stations* as sources of information are used less frequently most probably due to the fact that they are not developed enough yet. So, in the total sample,

25.2 percent of the surveyed population used this source of information and 74.8 percent do not use it. There are some interesting differences in the use of this information source by the citizens of surveyed cities. In Split, local television station is used the most if compared with other cities—in 38.7 percent of the cases and in Zagreb the least, 11.9 percent. The use of this information source is also rare in Varazdin (14.0 percent), and more similar to Split inhabitants also in Osijek (34.0 percent) and Rijeka (32.7 percent).

*Croatian radio* as a national source of information is used much less than Croatian Television as a national medium. This is probably due to the fact that television as a newer and more contemporary media is more widespread and it has an unquestionable advantage; it provides not only the textual information, but also the pictorial information which is by itself also a type of information. In any case, only 22.1 percent of the surveyed population answer that they use Croatian Radio as a mean of information on their cities and 77.9 percent do not use it. The national radio is used the least in Split (only 12.0 percent), then in Varazdin (15.0 percent), then in Osijek (20.0 percent) and Rijeka (20.7 percent) and the most in Zagreb (32.9 percent). It seems that inhabitants of the biggest city in the country rely mostly on national sources of information—the national television and the national radio.

*Local radio stations* are, on the average, used much more frequently than the national radio or the local television stations. On the average, in the total sample, 50.9 percent respondents answer that they listen to the local radio stations to get information on their city. The differences among the surveyed cities are also interesting and quite opposite to the differences we note when we analyze the data concerning the national television or the national radio: in smaller cities and in cities remote from the capital (Zagreb), the importance of the local radio stations is increasing. The data show, for example, that local radio stations are followed as a means of information the least in the biggest city (Zagreb)—only in 28.6 percent of the cases and in other cities around 2/3 of their population listen to the local radio stations (in Osijek and Split 65.3 percent, in Rijeka 60.0 percent and in Varazdin 50.0 percent). This finding confirms our conclusion on the importance of local level of information in each city, especially in the smaller ones. In smaller cities, there is usually only one local radio station, and in Zagreb there are more than one local station and they are specialized for different targeted segments of audiences and even parts of the city. So, in a way, different local stations are producing specialized and adapted programs in which only a part of the program could be treated as "information" (for example, Radio Station Sljeme is probably the best example of local information station for Zagreb as a whole, which is not the case with, for example Radio Station Velika Gorica; a specific case could be Radio Station 101 which is suited mostly for younger generation—music, style, etc.—but which has a great segment of its program devoted to information). So, to get more precise data on the local radio as a means of information on cities for Zagreb, a more elaborate question on different types of local radio stations must be asked.

The information source *daily newspapers* is used on the average by half of the surveyed population—52.0 percent. Again, in Zagreb, as the capital, it is used the most—66.7 percent and the least in Varazdin (23.0 percent). In other cities, daily newspapers are used similar to the average finding—in Split 53.3 percent, in Osijek 52.0 percent and in Rijeka 45.3 percent. It should be noted that daily newspapers as a means of information include more than one newspaper and that, in a sense, they are "localized" to different regions and parts of the country. So, when citizens in different cities had been asked about daily newspapers as a mean of information they could think of different newspapers, which was clearly emphasized in the questionnaire (for example, Večernji list, Vjesnik, Novi list, etc.). It should also be noted that every daily newspaper has its special edition, adapted for a special region of the country (for example, Novi list, which is based in Rijeka, has a special edition for Zagreb; Vjesnik, which is based in Zagreb, has many regional editions). In any case, in Zagreb, again as the capital, daily newspapers are much more used sources of information than in other cities.

*Local newspapers* as a means of information are used, on the average, much less than daily ones (23.3 percent). But, there are sharp differences among answers of respondents in different cities. Local newspapers are used the most in a smaller city—Varazdin (in 79.0 percent of the cases) and the least (0.8 percent) in Zagreb. In Osijek, this means of information is used by 7.3 percent of respondents, in Split by 26.7 percent and in Rijeka 36.7 percent. The result for Zagreb could be a product of the fact that, in a sense, a daily newspaper (especially Večernji list) functions in a double sense: as a daily newspaper as well as a local one. The same could also be said for Glas Slavonije (Osijek), as well as for Slobodna Dalmacija (Split) or Novi list (Rijeka). In all cases these daily newspapers function also as local sources of information, which is definitely not the case in Varazdin, where the local newspaper functions as a primary source of information. This finding, combined with the previous ones, add to the importance of the local level of information in every city, especially in a smaller ones.

*Talking with the friends* as means of information on cities is used very rarely—15.1 percent of the total sample and with no important differences in answers between respondents in different cities (Split 18.0 percent, Zagreb 17.9 percent, Osijek 14.7 percent, Rijeka 12.0 percent and Varazdin 9.0 percent). Totally irrelevant (for the time being) are the following sources of information on city's life for our respondents: *personal communication to city authorities* (only 0.6 percent of the total sample), *personal communication with members of City Council* (0.7 percent) as well as *personal communication with members of the NGOs* (0.4 percent). These methods of getting information are not spread out among citizens of selected Croatian cities in which the survey was organized. It must also be noted that in every newspaper there is a special part devoted to the "letters to the editor". In addition to that, in almost every radio station a part of the program is devoted to the "questions and answers" of radio listeners oriented to city officials, or some city services or parts of the program are devoted to the "live program" in which citizens can personally ask their city officials, deputy ministers etc. different

questions. It is, however, not known how many citizens do write letters to city officials or to the Mayor personally or to some higher level of government. In any case, and for the time being, these personalized and individualized ways of communication and information as purposive actions for obtaining information and/or stimulating some actions are not used by the citizens of selected Croatian cities.

The data we collected on the subject of information on cities show that the mostly used source of information on cities are national television, daily newspapers and local radio stations. In smaller cities, especially in Varazdin, the source of information is localized the most. Also, the practice of obtaining information personally is not at all developed yet.

### ***The Measures to Contribute to Better Management of Cities***

A part of this research was oriented toward the questions concerning better management of cities. The researchers wanted to know what would the statements of citizens be to several proposed measures to be implemented in their cities: higher level of financial independence on the local (city) level, establishment of informational points which will provide information for citizens on the work of city's services and city's administration, division of city into smaller governmental units to facilitate more direct influence of citizens on decision making and the appearance (weekly) of the Mayor and other responsible officials in media.

Organizational and financial independence seem to be a favourable answer—41.0 percent of respondents think that this will contribute much (in Osijek, 57.0 percent, in Rijeka 52.0 percent), but in Varazdin only 19.0 percent. But, if we add to this solution 18.3 percent of the respondents in the total sample which answered "very much" (in Split 30.0 percent and Rijeka 29.3 percent), then this alternative is chosen by almost 60 percent of respondents. The mean results also show that, on the average, this alternative is valued very positive (the range of mean results varies from 3.06 in Varazdin to 4.01 in Rijeka). It is, however, also interesting that there were only around 15 percent of "sceptical respondents" who think that this measure will contribute very little or little.

Spreading information through *information centers* is also a rather favourable measure to be applied—49.1 percent of respondents of the total sample think that this solution is important (16.9 percent say "very much", which means that around 66 percent of respondents affiliate with this solution). This solution is the most favourable solution by the citizens of Rijeka (62.0 percent "much" and even 24.0 percent "very much") and by the respondents from Osijek (62.4 percent "much" and 4.7 percent "very much"). The values of mean results document that citizens value this measure highly—the range of mean results vary from 3.22 in Varazdin to 4.07 in Rijeka. Again, the inhabitants of Varazdin are less likely to accept this solution as an important solution, probably due to the fact that this city is the smallest and there is no special need for localized information on it.

*Division of city* into smaller governmental units for better influence of citizens is not a solution with high preference of the respondents—29.0 percent much, 28.5 percent fairly, 18.4 percent very little, and 15.0 percent little. The similarities in answers of respondents from different cities are higher than in previous alternatives—in Zagreb and Rijeka around 35 percent of respondents think that this measure will contribute much (in 11 percent of the cases in both cities even "very much"), but this solution is less favourable for the citizens of Osijek (25.5 percent much) and especially for the ones from Varazdin (11.0 percent much). The mean values are also lower—they range from 2.69 in Varazdin to 3.01 in Zagreb.

Citizens believe *that personal appearance* of Mayor and/or his associates will be a positive measure to facilitate information on cities—in 20.9 percent cases of the total sample they respond "very much" and in 37.8 percent cases "much", which means that around 60 percent of citizens would like to see that measure implemented. In Rijeka this measure is emphasized the most ("much" and "very much" combined equals 75 percent, and in other cities combined results are in the range of 50-60 percent, except Varazdin in which the combined results is only 40 percent). The mean results are average with little differences between cities—they range from 3.18 in Varazdin to 3.92 in Rijeka.

The data collected on this segment show that citizens are greatly in favour of proposed measures, which could lead to better development of local democracy in cities. Decentralization, higher financial independence, "localization" of information and personalized responsibilities of city officials expressed in their roles of public officials who communicate with citizens on a regular basis through media are the measures which are greatly accepted by the respondents in each city. These measures could be the first guidelines for the reorganization of city government and administration for anyone interested in the promotion of urban local democracy.

### ***Socio-Demographic Variables***

In the survey 57.7 percent of the respondents were *females* and 42.3 percent *males* with no important differences between these quotas in different cities. Also, the *age* group mostly included in our survey were respondents 36-65 years of age (55.5 percent), 28.1 percent consisted of respondents up to 35 years old and the ones older than 66 years were represented in 16.5 percent cases. Most of respondents have *lived* in their cities for more than 31 years (56.1 percent), 20.9 percent of respondents have lived in their cities for up to 20 years, and 23.0 percent for 21-30 years. The majority of respondents have a medium *level of education* (high school or similar)—51.9 percent of the cases, less than that (primary school) have 22.1 percent and 26.0 percent of the respondents have more than medium level of education. Only 8.4 percent of respondents answer to the question about the *membership* in the NGOs positively with little differences between cities on which we can not rely due to the little membership in general. For example, in Zagreb 11.6 percent (29 persons) say that they are members, in Split the same percentage (11.3

percent or 17 persons), in Rijeka 4.1 percent or 6 persons, in Osijek 6.0 percent or 9 persons and in Varazdin 6.0 percent or 6 persons. The average size of the interviewed *household* consists of 3-4 members (54.6 percent), with two members 20.7 percent, 8.4 percent households consist of one member and 16.2 percent of more than 5 members. The differences in the sample in different cities are negligible. The majority of households have a 2.000-4.000 kuna monthly *income* (42.0 percent), 11.9 percent have 1.000-1.500, 7.2 percent up to 1.000, and 7.8 percent more than 6.000 kuna income per month. The sample for each city has almost the same characteristics, which means that it has good qualities of representation.

### **Surcharge Tax in Zagreb**

As it was mentioned earlier, a special telephone survey on surcharge tax was organized in Zagreb to obtain information on the knowledge of citizens whether a surcharge is collected in Zagreb, how big the surcharge is, whether a surcharge is also collected in other cities in Croatia and where this collected money is being spent (see Appendix 2). To get this information, we asked several questions. The answers point out to some interesting conclusions.

Firstly, the majority of respondents know (80.0 percent) that tax surcharge is collected in Zagreb. Most of the respondents believe that the percentage of this surcharge is 18 percent (35.1 percent), which is a correct answer for the year 1997 as well as for the second half of 1996 (in the first half of 1996 the surcharge tax was 22.50 percent and in the second half it dropped to 18 percent, which brought about to the average of 20.25 percent for the year 1996). 21.6 percent of respondents think that this surcharge is in the range of 19-20 percent, which is close to the correct answer, but 10.8 percent think that this tax is only 1 percent! We can conclude that the actual knowledge on tax surcharge is average due to the fact that 1/3 of respondents gave a correct answer, but another 20 percent gave a close correct answer. This fact is a good representative of the "awareness" of citizens concerning their knowledge of the city's budget.

The data also show that the knowledge on whether this surcharge is paid only in Zagreb or in other cities is low because only 23.0 percent of respondents answer properly, 37.0 percent think that it is paid in some other cities too, 25.0 percent do not know and 15.0 percent answer that this tax surcharge is collected in all cities in Croatia. This data is a complementary information to the previous dimension—the "involvement" of citizens in the following of the actual information, policy, decisions and other important dimensions of everyday life in their cities is low, which is a very important indicator that the development of local democracy is at a low level.

The major dimension of the tax surcharge question is the citizens' opinion where the collected money is being spent. The answers of citizens point out to the priority which is given to "city beautification" (72.6 percent), communal infrastructure (65.2 percent), social care (61.5 percent), green areas in the city (57.9 percent), child care institutions (57.0 percent), hospitals (47.8 percent), roads (46.7 percent), ambulance service (45.1 percent), retirement homes (40.2 percent), and for building maintenance (27.4 percent). These data reflect mostly the perception of an average citizen, not his or her actual knowledge on the money expenditure. This data also do not reflect the citizens' opinions where the money should be spent.

The sample for this telephone survey on tax surcharge consisted of 45.0 percent males and 55.0 percent females, 30.0 percent of the respondents were in the age group of 46-65, 21 percent in the 36-45 age group, 19 percent in the age group of 66 and more

years, 18 percent in the 26-35 age group and 12 percent in the age group up to 25 years. The majority of respondents have lived in Zagreb for more than 31 years (56.0 percent), the ones living here for 21-30 years make 27 percent, which means that 83 percent of the surveyed population have lived in Zagreb for more than 21 years, so, in a way, they can be treated as "old Zagrebians". The majority of respondents have a medium level of education (51.0 percent), higher than medium - university education (30.0 percent) and 19.0 percent have less than medium level of education (mostly, primary school). 93.8 percent of respondents are not members of any NGOs, and the majority of interviewed households consist of 2-4 members (66.6 percent), with only one member 16.2 percent, with 5 members 11.1 percent and with 6 and more members 6.1 percent cases.

## KEY FINDINGS

- ! In five selected Croatian cities the level of satisfaction with the work of the basic urban services, on the average, is rather low.
- ! There are no important differences among cities in the level of satisfaction. Some differences which exist reflect contextual situations as well as some specific qualities.
- ! A general hypothesis concerning the level of satisfaction in different cities claims that the level of satisfaction is higher in smaller cities which are more remote from the capital city.
- ! There have been no important improvements in the functioning of urban services in the selected cities. In some cities, the positive changes are more reflections of contextual situations. So, more contextual positive changes have been noted more in Rijeka, Split and Varazdin, and less contextual positive changes in Zagreb and Osijek.
- ! Citizens obtain information on their cities in different ways. In Zagreb, as the capital, the most important sources of information are the national television and radio, and in other cities the role of local sources of information is increasing. The most explicit case in this sense is Varazdin, where the role of national sources is minor and the role of local ones is high.
- ! Citizens are not motivated for personalized ways of obtaining information on their cities—they do not feel interested in obtaining information individually.

- ! Where the level of satisfaction with information provided by different urban services is higher, the level of satisfaction with these services is also higher and vice versa.
- ! The level of urban local democracy in five selected Croatian cities is rather low at the moment.

## **CONCLUSIONS AND RECOMMENDATIONS**

This baseline survey on the satisfaction with urban services and local democracy in 5 Croatian cities showed that, generally, the level of satisfaction is higher than median, that citizens in smaller cities seem to be more satisfied with services and that elements of real local democracy are yet to be developed. Personalized ways of influencing city government are not used by the citizens yet. The survey showed that possible ways of technical help should be oriented toward:

- ! Motivation of citizens to participate more on local levels of urban government with their personal engagement.
- ! Technical help in establishing informational centers for getting information on cities and elements of urban democracy.
- ! Organization of short seminars and/or workshops on urban democracy for members of city councils, for citizens' associations, for members of the NGOs and for media people.
- ! Technical help for non-governmental association whose activities are in the range of promotion of local urban democracy.
- ! Technical help for professionals interested in spreading the measures and means of increasing local urban democracy.

**APPENDIX I**  
**QUESTIONNAIRE I**

## **SATISFACTION WITH URBAN SERVICES AND THE EFFICIENCY OF LOCAL DEMOCRACY IN FIVE CROATIAN CITIES**

This survey would like to investigate the citizens' satisfaction with urban services and local democracy and to locate the areas which are in most need of improvement. This research is carried out by the Departmental Research Unit, Department of Sociology, Faculty of Philosophy, University of Zagreb, in 5 Croatian cities. The research is based on anonymous respondents and you as a person to be interviewed are selected on the basis of a random sample. Please, answer the questions frankly and sincerely! Thank you!

Department of Sociology  
Departmental Research Unit,  
Faculty of Philosophy - Zagreb

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1. How do you judge the quality of each of the following services in your town?

very unsatisfied ..... v. satisfied

1                                      2                                      3                                      4                                      5

1. with transportation and treatment of household garbage
2. with waste disposal
3. with quality of communal (city) cleanness
4. with system of drinking water supply
5. with system of gas supply
6. with sewage system
7. with maintenance of green areas in the city
8. with public transportation
9. with work of ambulance service
10. with work of child care institutions
11. with building maintenance
12. with work of fire department
13. with social care institutions
14. with street maintenance



2. How have these services changed in the last two years?

1. m. worse                      2. worse                      3. same                      4. better                      5. m. better

1. transportation and treatment of household garbage
2. waste disposal
3. quality of communal (city) cleanness
4. system of drinking water supply
5. system of gas supply
6. sewage system
7. maintenance of green areas in the city
8. public transportation
9. ambulance service
10. child care institutions
11. building maintenance
12. fire department
13. social care institutions
14. street maintenance

3. How satisfied have you been with the work of your local city authorities in the last two years?

1. highly unsatisfied
2. mostly unsatisfied
3. can't make a judgment
4. mostly satisfied
5. highly satisfied

4. How will you judge your personal ability to influence the decision making process about your city during the last two years?

1. very little
2. little
3. average
4. a lot
5. very much

5. What is your level of satisfaction with the information provided for citizens by the:

1. h. unsatisfied ..... 5. h. satisfied

1. Major's office
2. City assembly

3. Communal services (water, sewage, cleanliness of street)
  4. Public transportation: street car department
  5. Public transportation: bus department
  6. Ambulance service
  7. Social care institutions
  8. Electric company
  9. Gas company
6. Several sources of information about the work of your local city authorities are listed below. Please, circle the three ones of the most importance for you personally!
- |       |        |
|-------|--------|
| 1. No | 2. Yes |
|-------|--------|
1. Croatian television
  2. Local TV stations
  3. Croatian Radio
  4. Local Radio stations
  5. Daily newspapers (Večernji list, Vjesnik, Glas Slavonije, Slobodna Dalmacija, Novi list)
  6. Local newspapers
  7. Talking with friends and relatives
  8. Talking with local city authorities
  9. Talking with members of City Council
  10. Talking with members of the NGOs
  11. Something else, what? \_\_\_\_\_
7. What is your opinion on the relevance of the listed measures below in contribution to the better management of your city?
- |              |            |
|--------------|------------|
| 1. v. little | 5. v. much |
|--------------|------------|
1. Higher level of organizational and financial independence on the local (city) level
  2. Establishment of information centers which will provide the information on the work of the city's government
  3. Division of the city into smaller governmental units to facilitate more direct influence of citizens on decision making about the city
  4. Weekly appearance of Major and other responsible persons on media
  5. Continuous dialogue between city government and NGOs that represent citizen interest
8. Sex
1. male



2. female
9. Age
10. How long have you lived in this city?
11. Education
12. Are you the member of any of the NGO organizations active in your city?
  1. No
  2. Yes (please specify ) \_\_\_\_\_
13. Household size
14. Household income
15. City
  1. Zagreb
  2. Split
  3. Rijeka
  4. Osijek
  5. Varazdin

**APPENDIX II**  
**QUESTIONNAIRE II**

**SATISFACTION WITH URBAN SERVICES AND THE EFFICIENCY  
OF LOCAL DEMOCRACY IN FIVE CROATIAN CITIES**

This survey would like to investigate the citizens' satisfaction with urban services and local democracy and to locate areas which are in most need of improvement. This research is carried out by the Departmental Research Unit, Department of Sociology, Faculty of Philosophy, University of Zagreb, in 5 Croatian cities. The research is based on anonymous respondents and you as a person to be interviewed are selected on the basis of a random sample. Please, answer the questions frankly and sincerely! Thank you!

Department of Sociology  
Departmental Research Unit,  
Faculty of Philosophy - Zagreb

- 
1. Do you know that, apart from a regular taxation, a special tax surcharge is collected in Zagreb?
    1. No
    2. Yes
  2. Can you tell us how big this surcharge is (in percentages)?
    1. Percent
    2. I don't know
  3. Do you know whether this surcharge is collected in other Croatian cities too?
    1. This surcharge is being collected only in Zagreb
    2. This surcharge is being collected in some other cities too
    3. This surcharge is being collected in all Croatian cities
    4. I don't know
  4. How do you think that money collected through this surcharge is being spent?

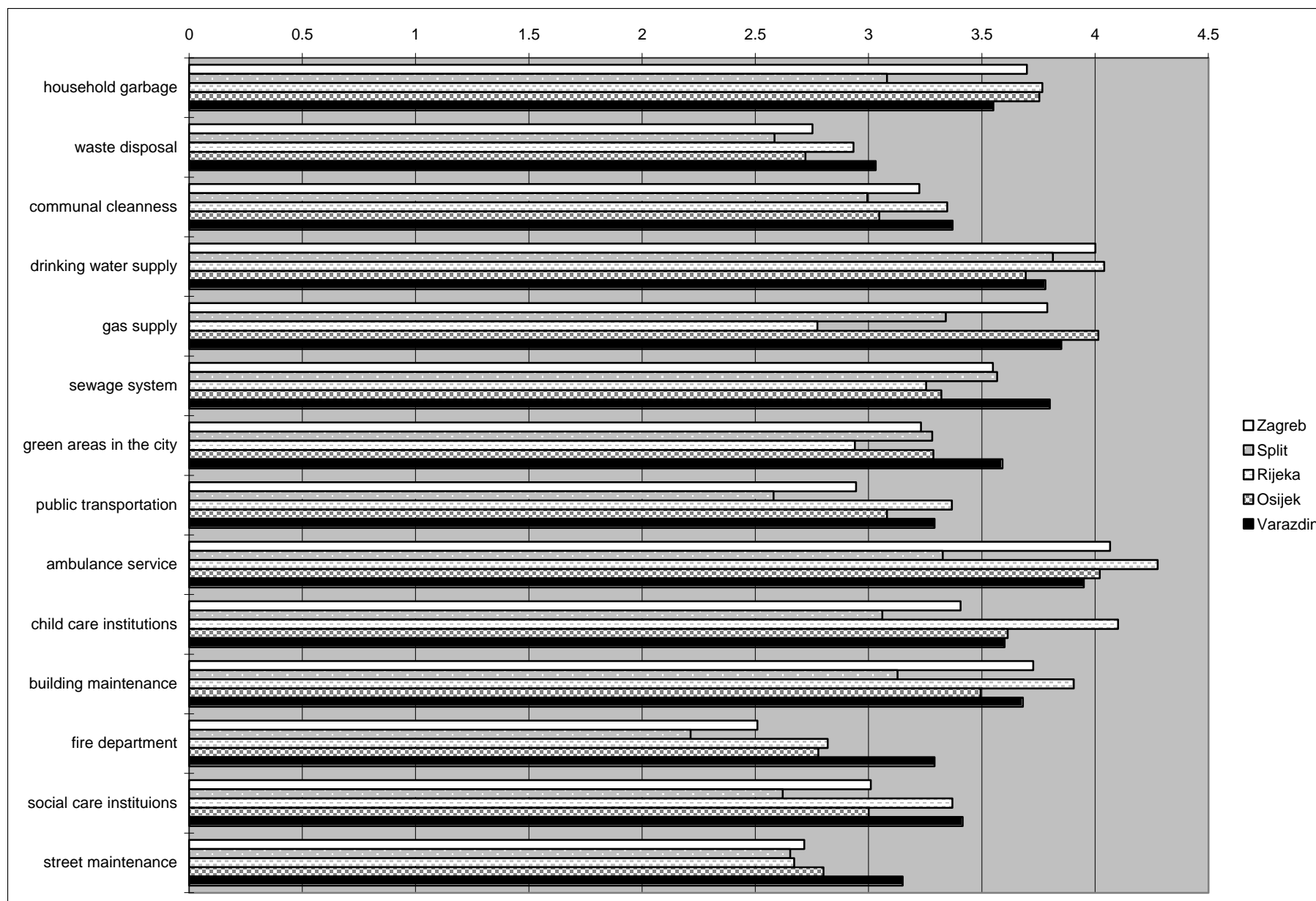
No	Yes
<ol style="list-style-type: none"><li>1. For street maintenance</li><li>2. For maintenance of green areas in the city</li><li>3. For social care</li></ol>	



4. For maintenance of buildings
  5. For beautification of city center
  6. For ambulance service
  7. For kindergartens and nurseries
  8. For retirement houses
  9. For hospitals
  10. For the improvement of communal infrastructure (drinking water, sewage systems, gas)
- 
5. Sex
    1. Male
    2. Female
- 
6. Age
- 
7. How long have you lived in this city?
- 
8. What is your education?
- 
9. Are you a member of any NGOs?
    1. No
    2. Yes (please specify)\_\_\_\_\_
- 
10. Household size

**APPENDIX III**  
**TABLES AND GRAPHS**

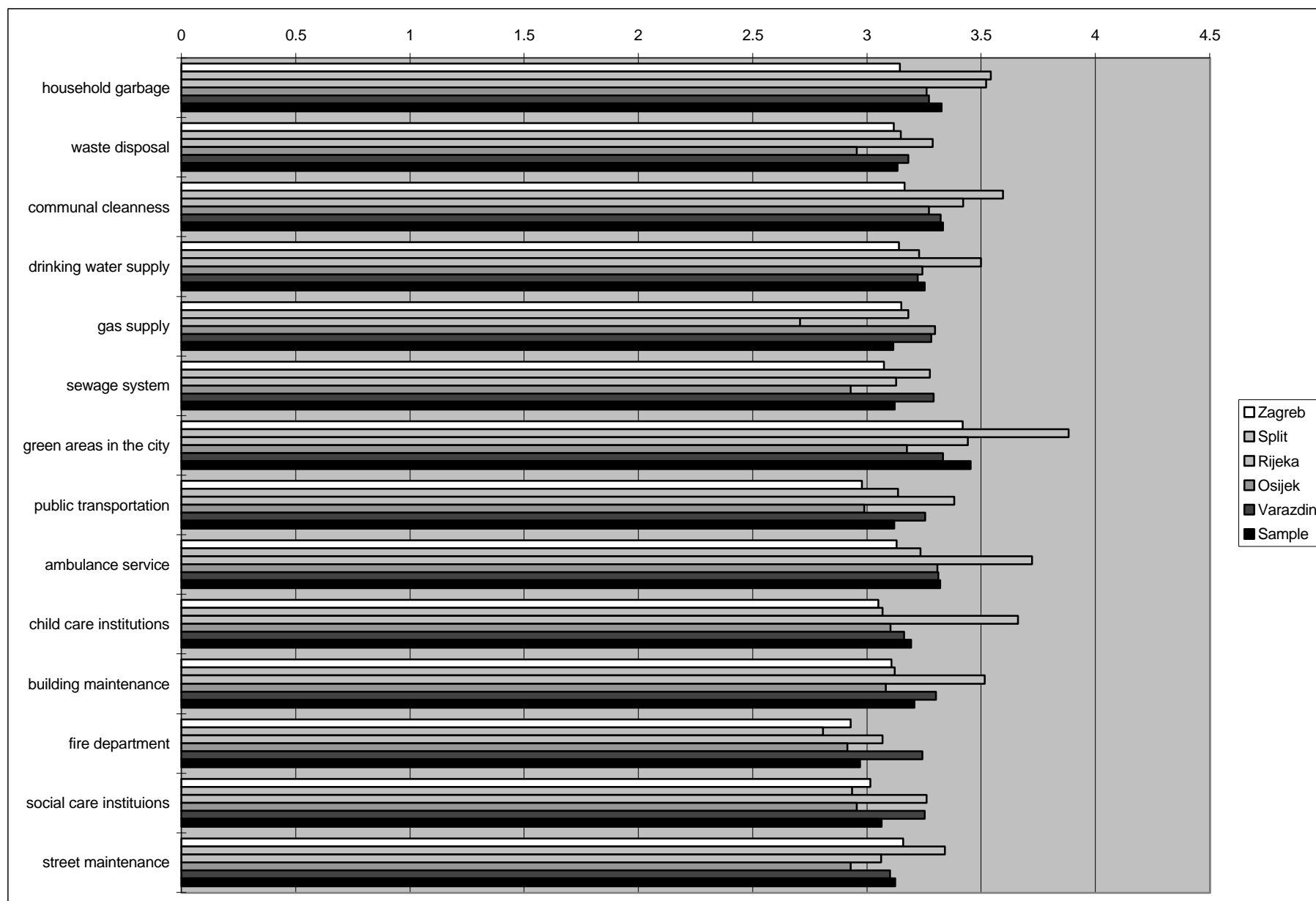
P 01 SLIKA Chart 1



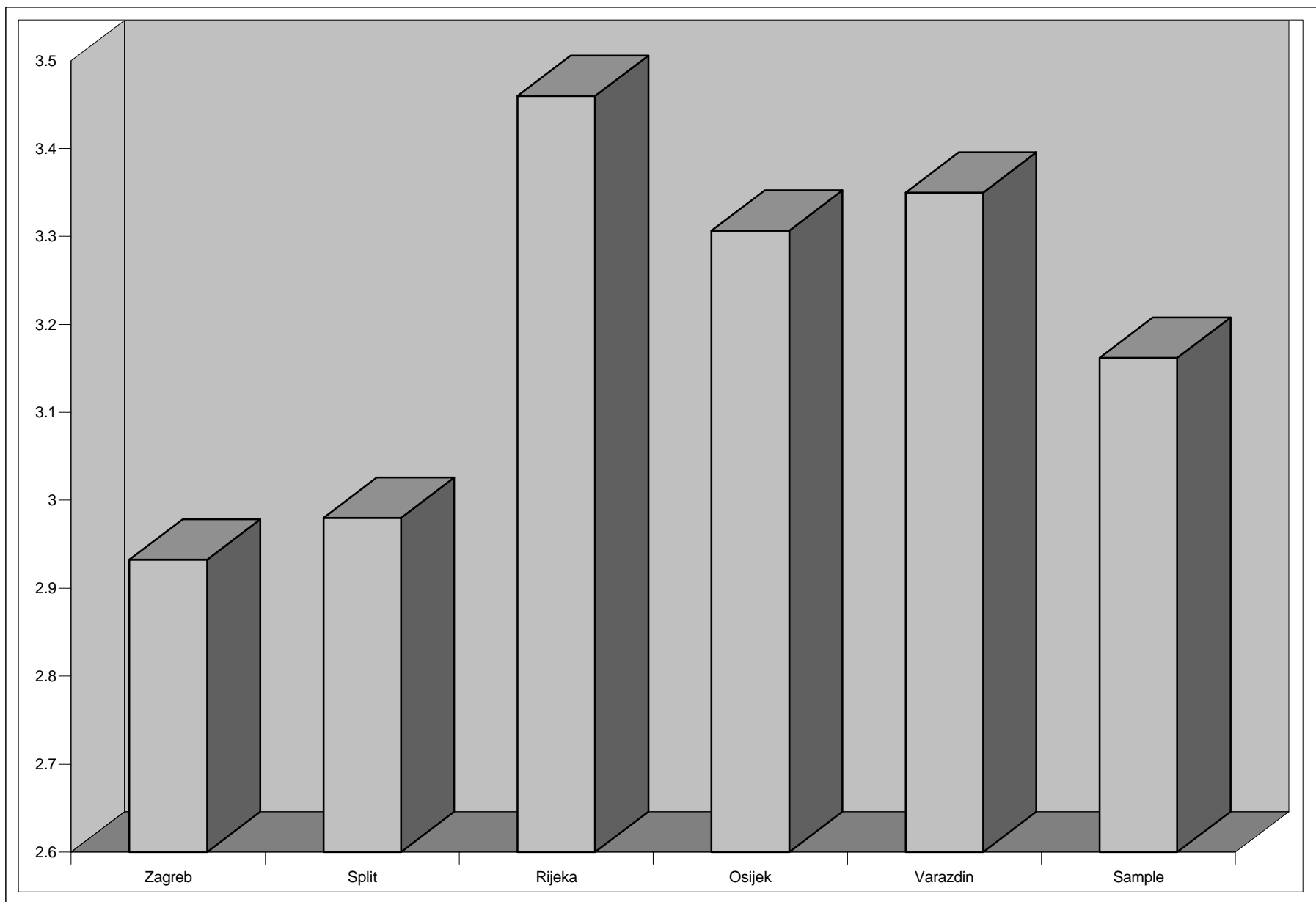
### PERCEPTION OF URBAN SERVICES QUALITY (MEANS)

[illegible]

P 02 SLIKA Chart 1

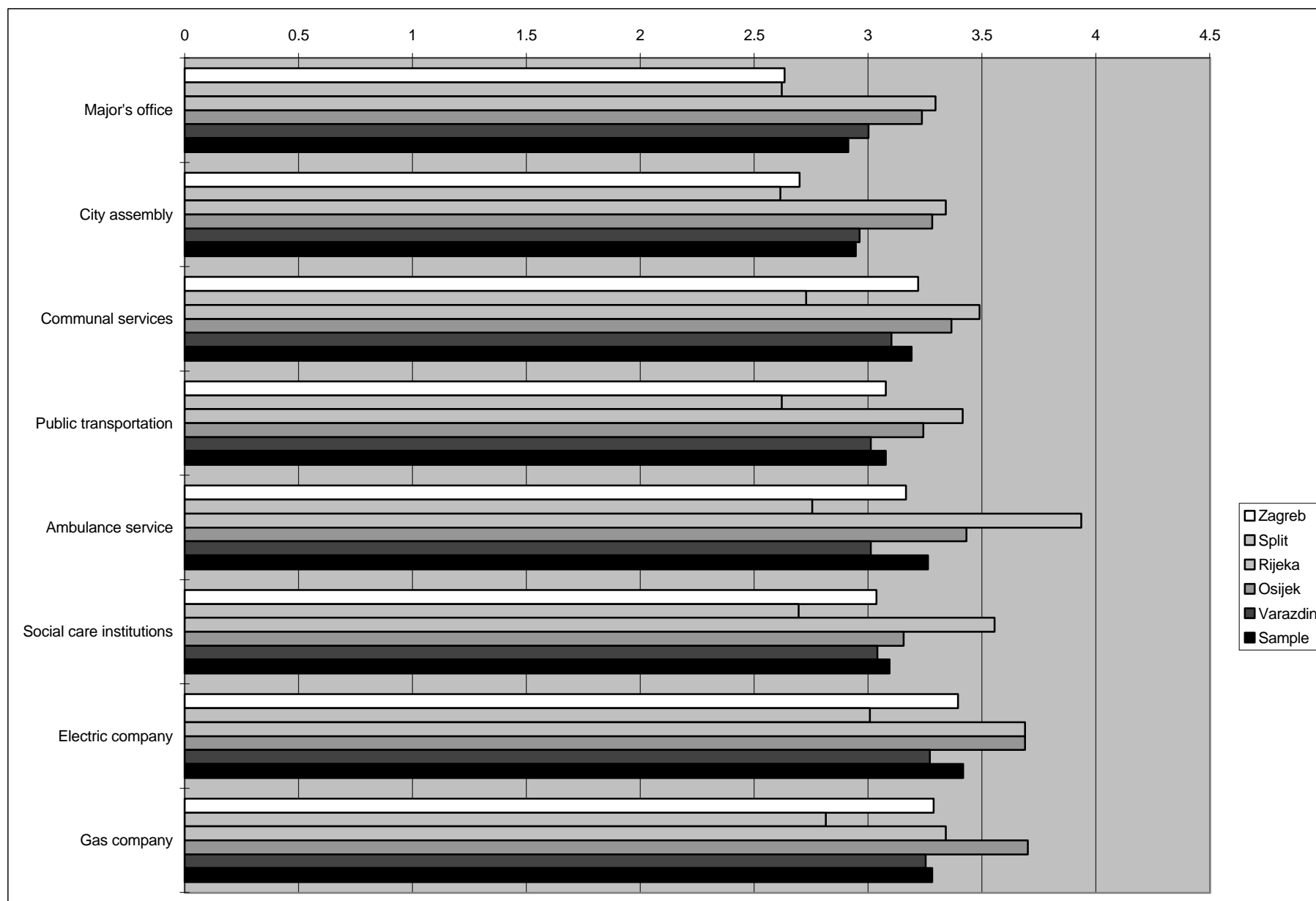


P 03 SLIKA Chart 1



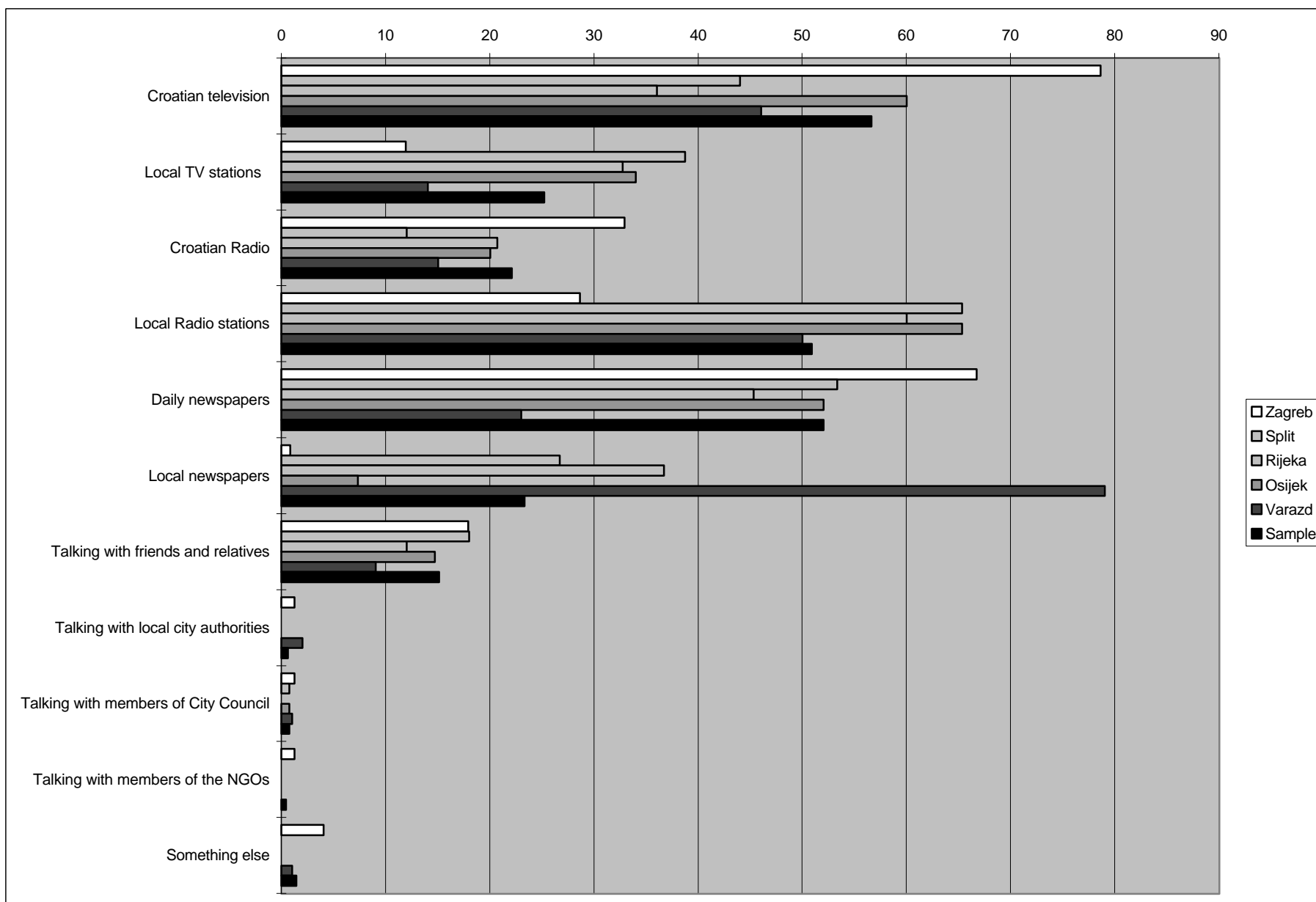
	Zagreb	Split	Rijeka	Osijek	Varazdin	Sample
Major's offi	2.632	2.62	3.2933	3.2349	3	2.9124
City assem	2.6976	2.6133	3.34	3.28	2.96	2.9449
Communal	3.2191	2.7267	3.4867	3.3649	3.1	3.189
Public trans	3.0766	2.62	3.4133	3.2416	3.01	3.0765
Ambulance	3.1653	2.7533	3.9333	3.4295	3.01	3.2622
Social care	3.0346	2.6933	3.5533	3.1544	3.04	3.0923
Electric cor	3.392	3.0067	3.6867	3.6867	3.27	3.415
Gas compa	3.2863	2.8133	3.34	3.7	3.25	3.2806

P 05 SLIKA Chart 1



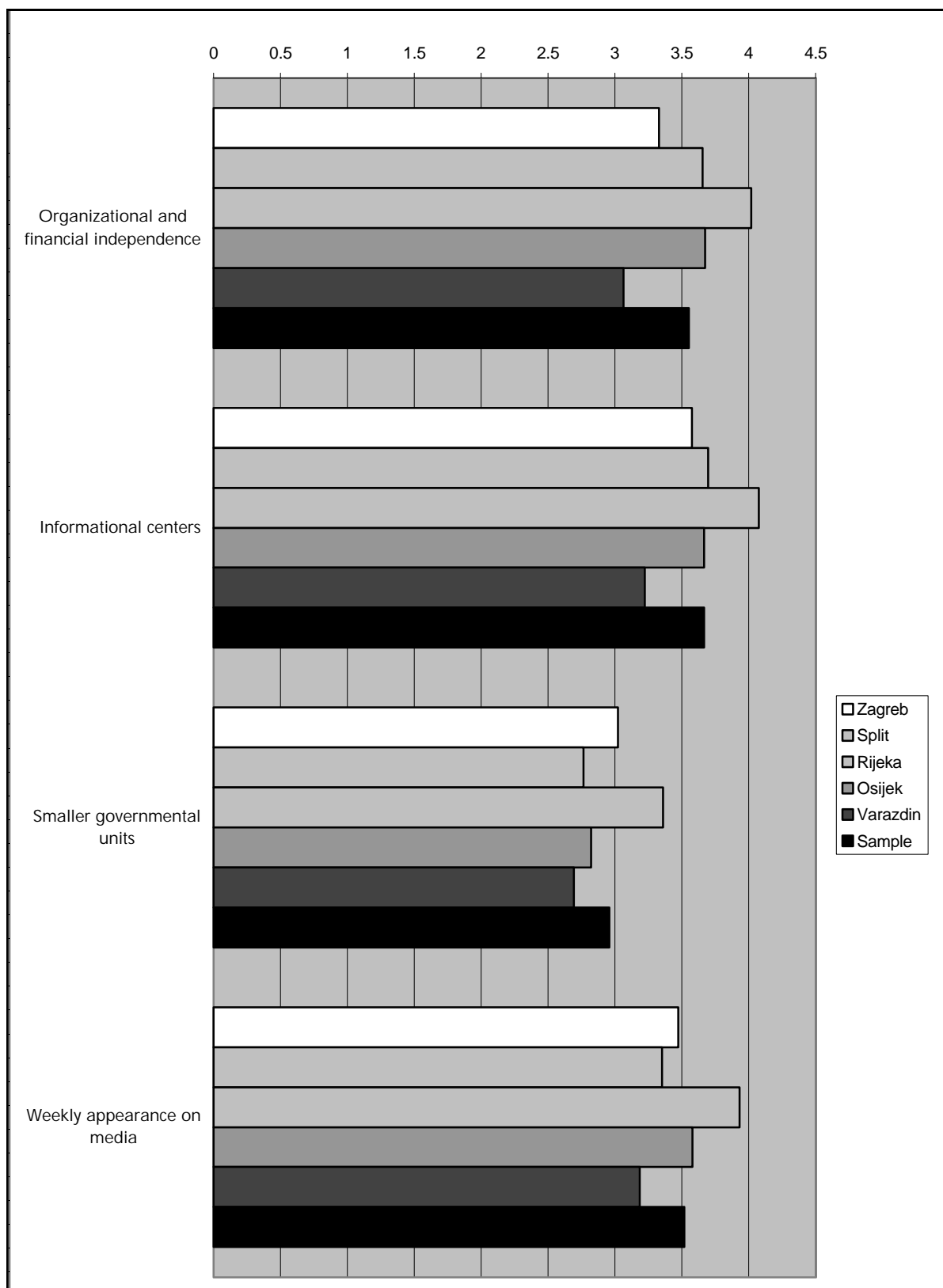
	Zagreb	Split	Rijeka	Osijek	Varazd	Sample
Croatian te	78.6	44	36	60	46	56.6
Local TV s	11.9	38.7	32.7	34	14	25.2
Croatian R	32.9	12	20.7	20	15	22.1
Local Radi	28.6	65.3	60	65.3	50	50.9
Daily news	66.7	53.3	45.3	52	23	52
Local news	0.8	26.7	36.7	7.3	79	23.3
Talking wit	17.9	18	12	14.7	9	15.1
Talking wit	1.2	0	0	0	2	0.6
Talking wit	1.2	0.7	0	0.7	1	0.7
Talking wit	1.2	0	0	0	0	0.4
Something	4	0	0	0	1	1.4

P 06 SLIKA Chart 1

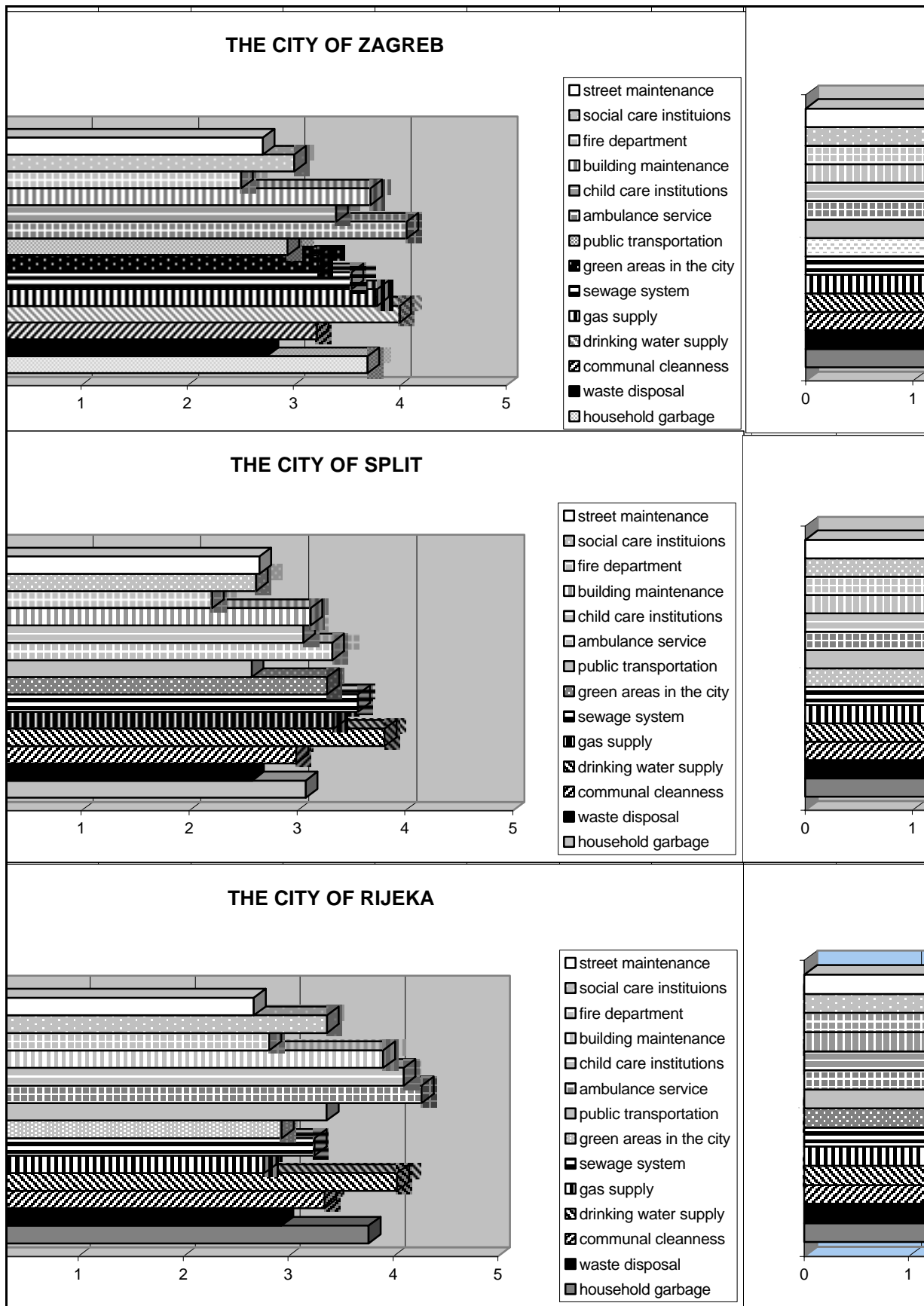


	Zagreb	Split	Rijeka	Osijek	Varazdin	Sample
Organizatio	3.3266	3.6533	4.0133	3.6711	3.06	3.5483
Information	3.5737	3.6933	4.0733	3.6644	3.22	3.6625
Smaller go	3.0198	2.76	3.3557	2.8188	2.69	2.955
Weekly ap	3.4683	3.3467	3.9267	3.5772	3.1818	3.5163

# PERCEPTION OF MEASURES FOR CITY MANAGEMENT IMPROVEMENT (MEANS)

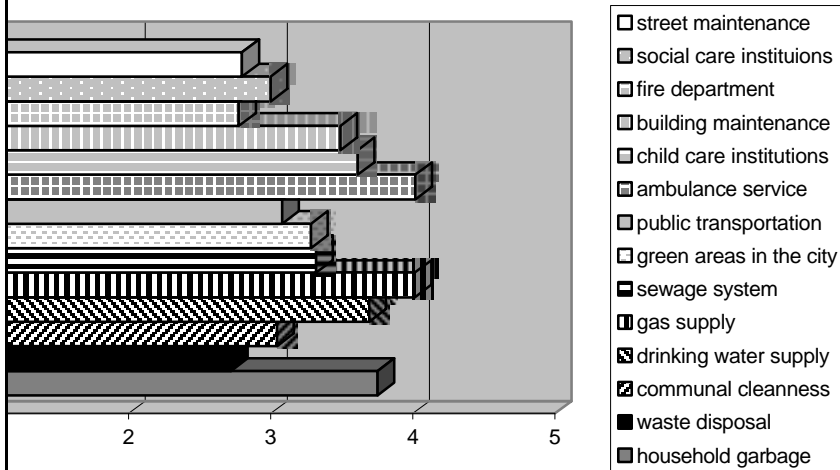


# PERCEPTION OF URBAN SERVICES QUALITY (MEANS)

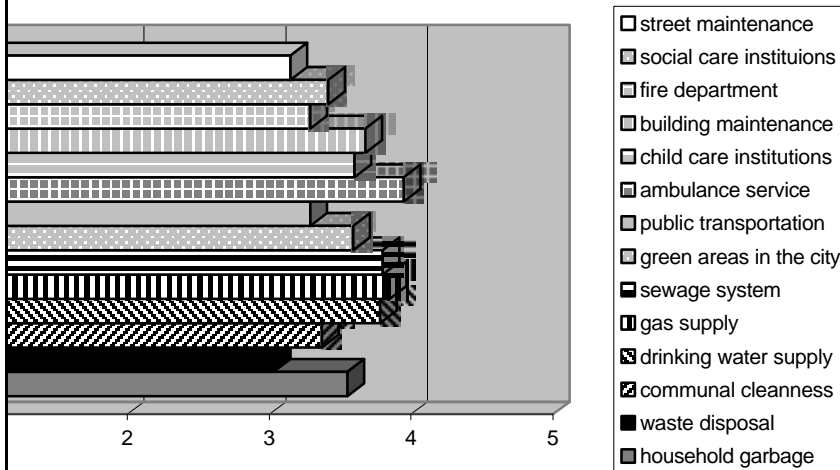


# PERCEPTION OF URBAN SERVICES QUALITY (MEANS)

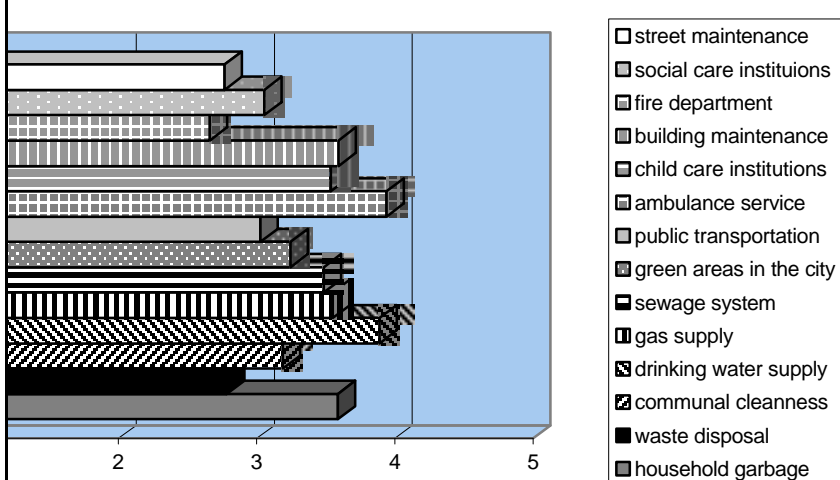
## THE CITY OF OSIJEK



## THE CITY OF VARAZDIN

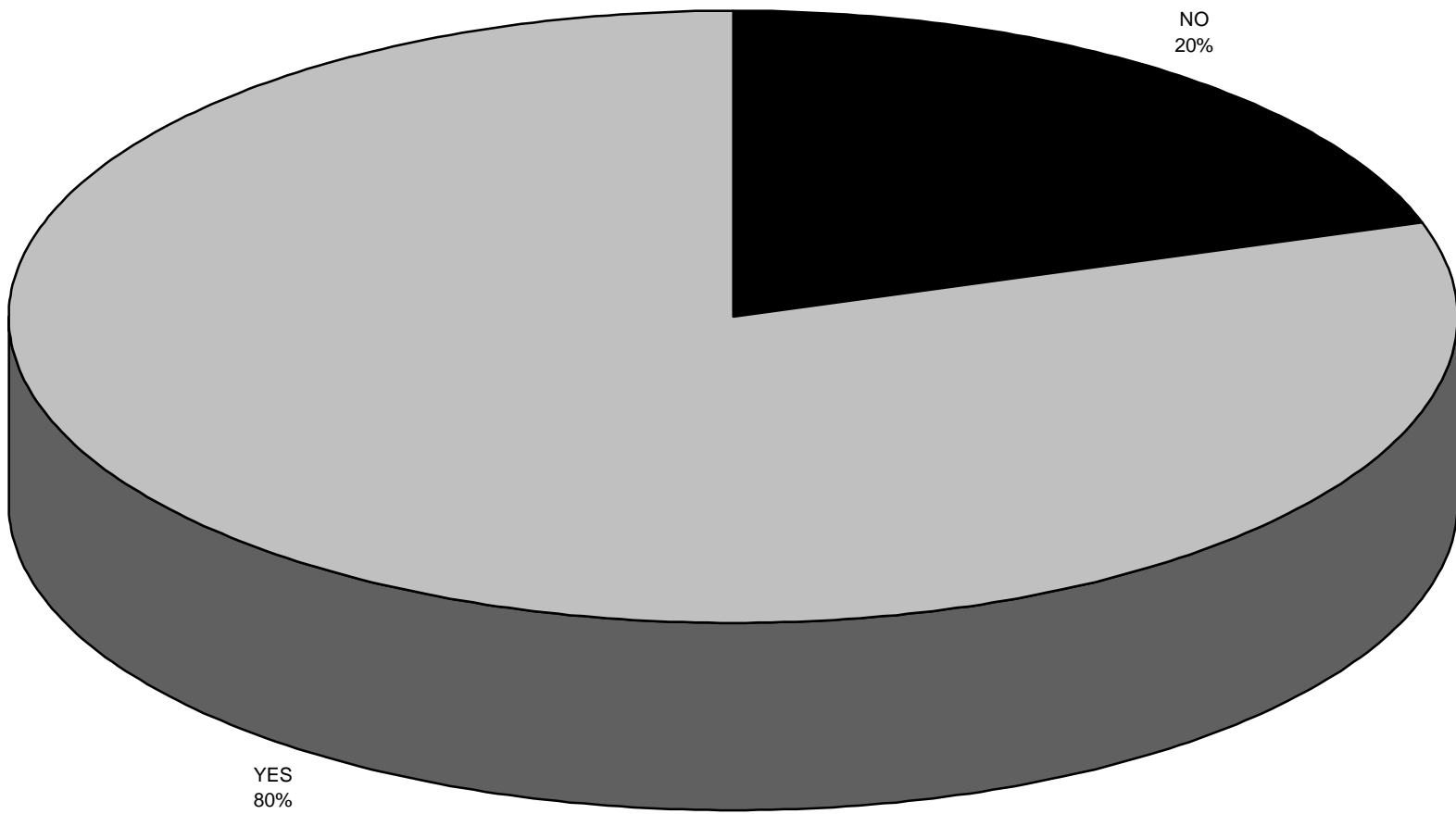


## AVERAGE

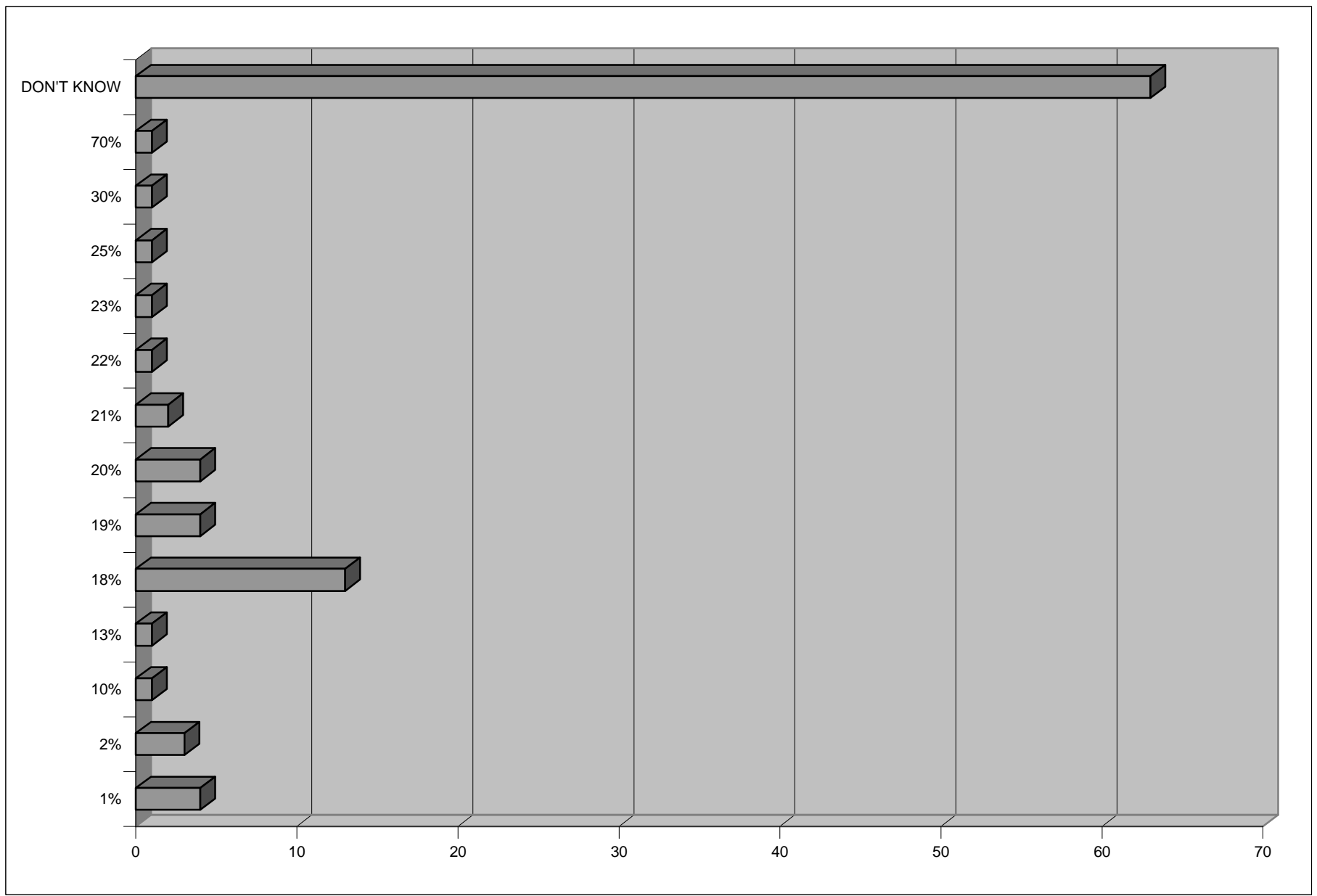


NO	YES
20	80

TEL 01 SLIKA Chart 2

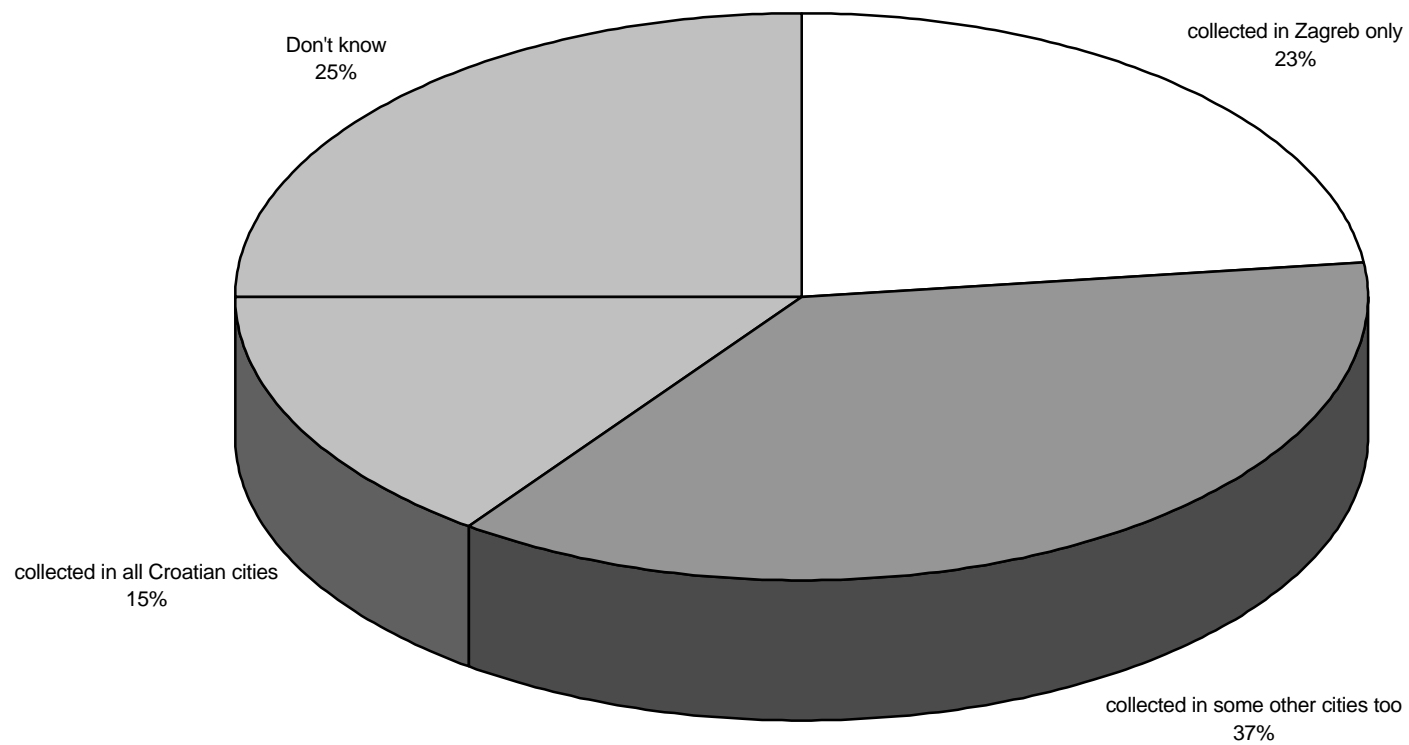


TEL 02 SLIKA Chart 1



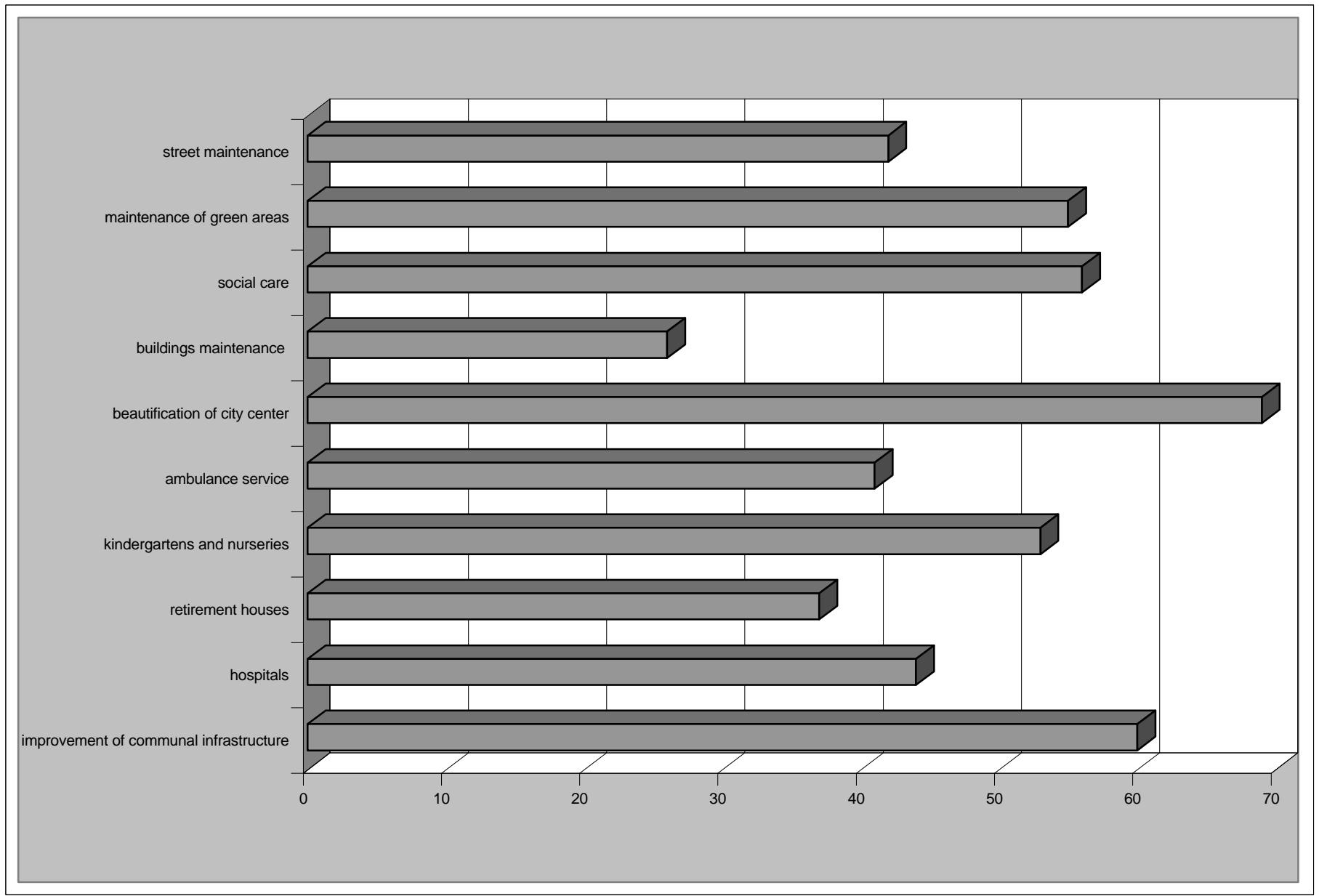
collected in	collected in	collected in	Don't know
23	37	15	25

TEL 03 SLIKA Chart 1



street main	maintenan	social care	buildings r	beautificati	ambulance	kindergarte	retirement	hospitals	improvement of comm
42	55	56	26	69	41	53	37	44	60

TEL 04 SLIKA Chart 6



anal infrastructure	